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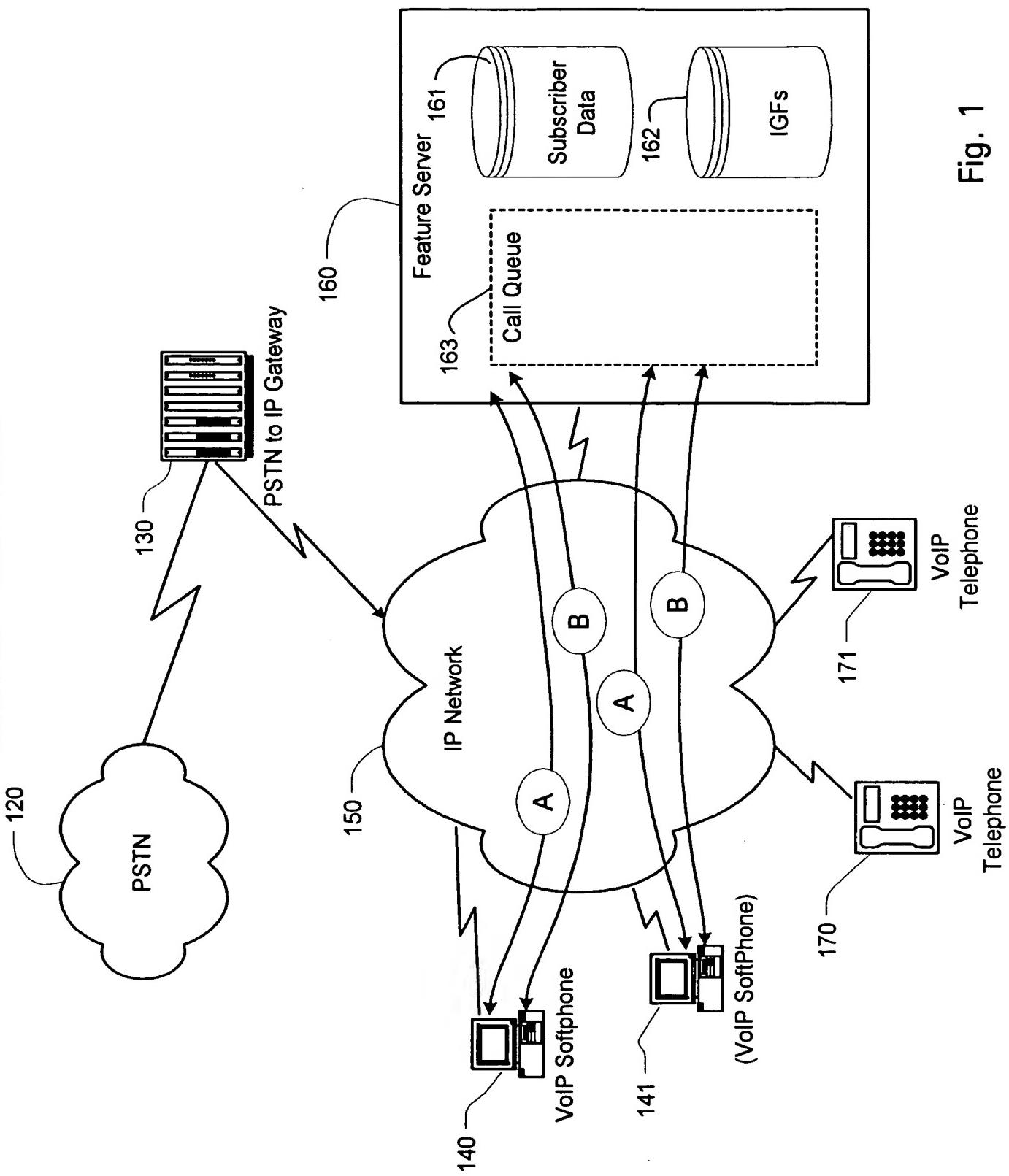
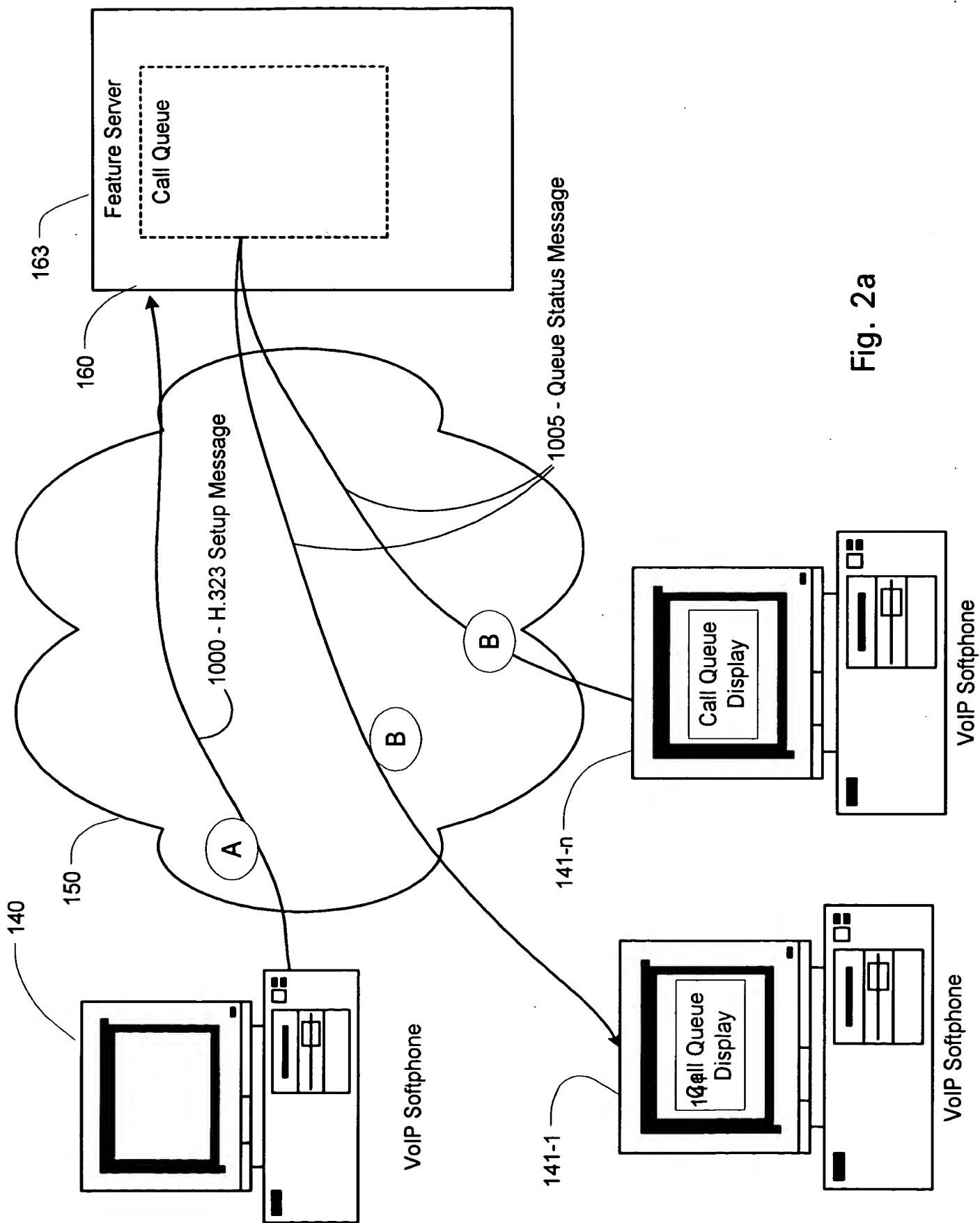


Fig. 1



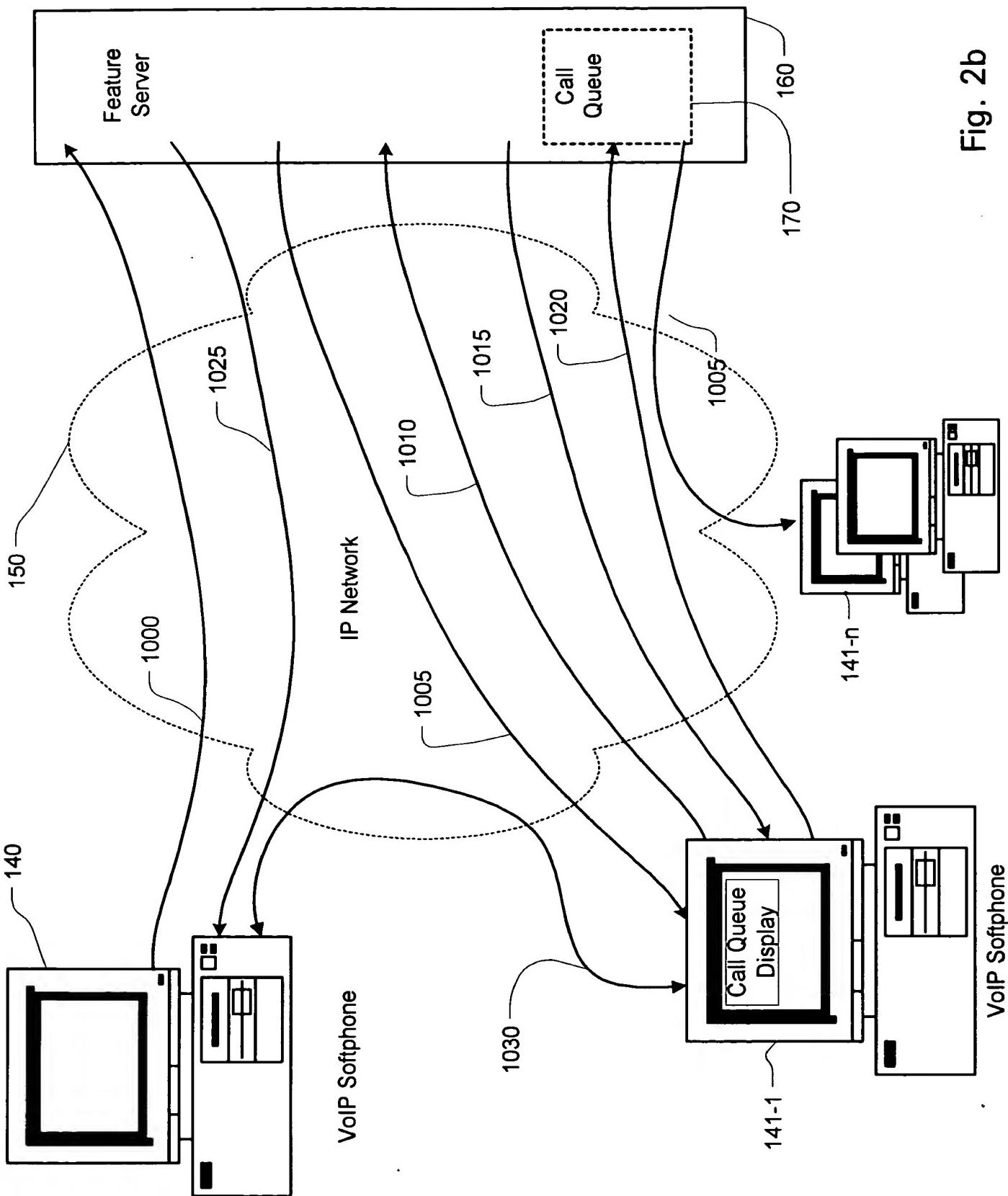


Fig. 2b

VoIP Softphone

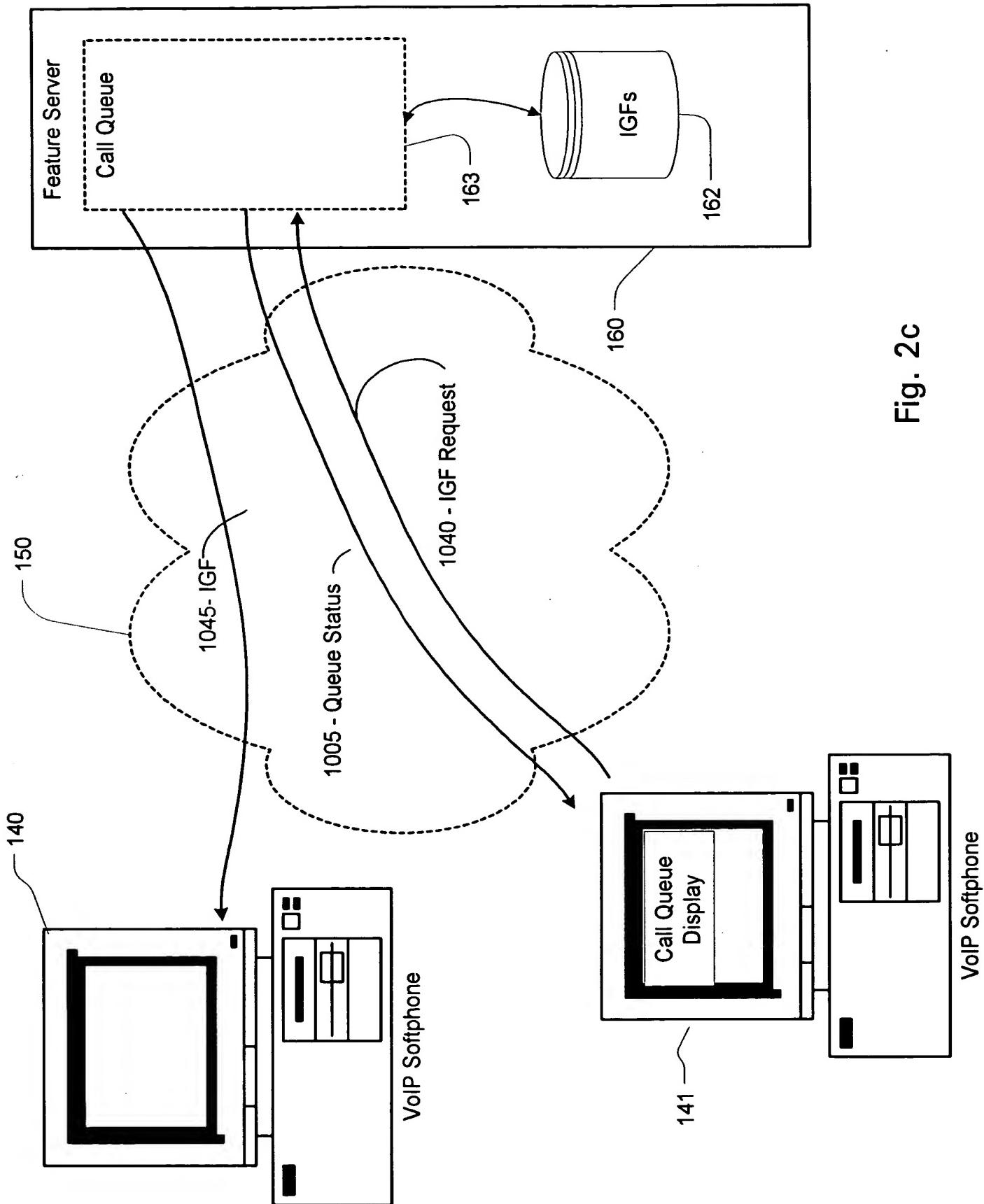


Fig. 2C

VoIP Softphone

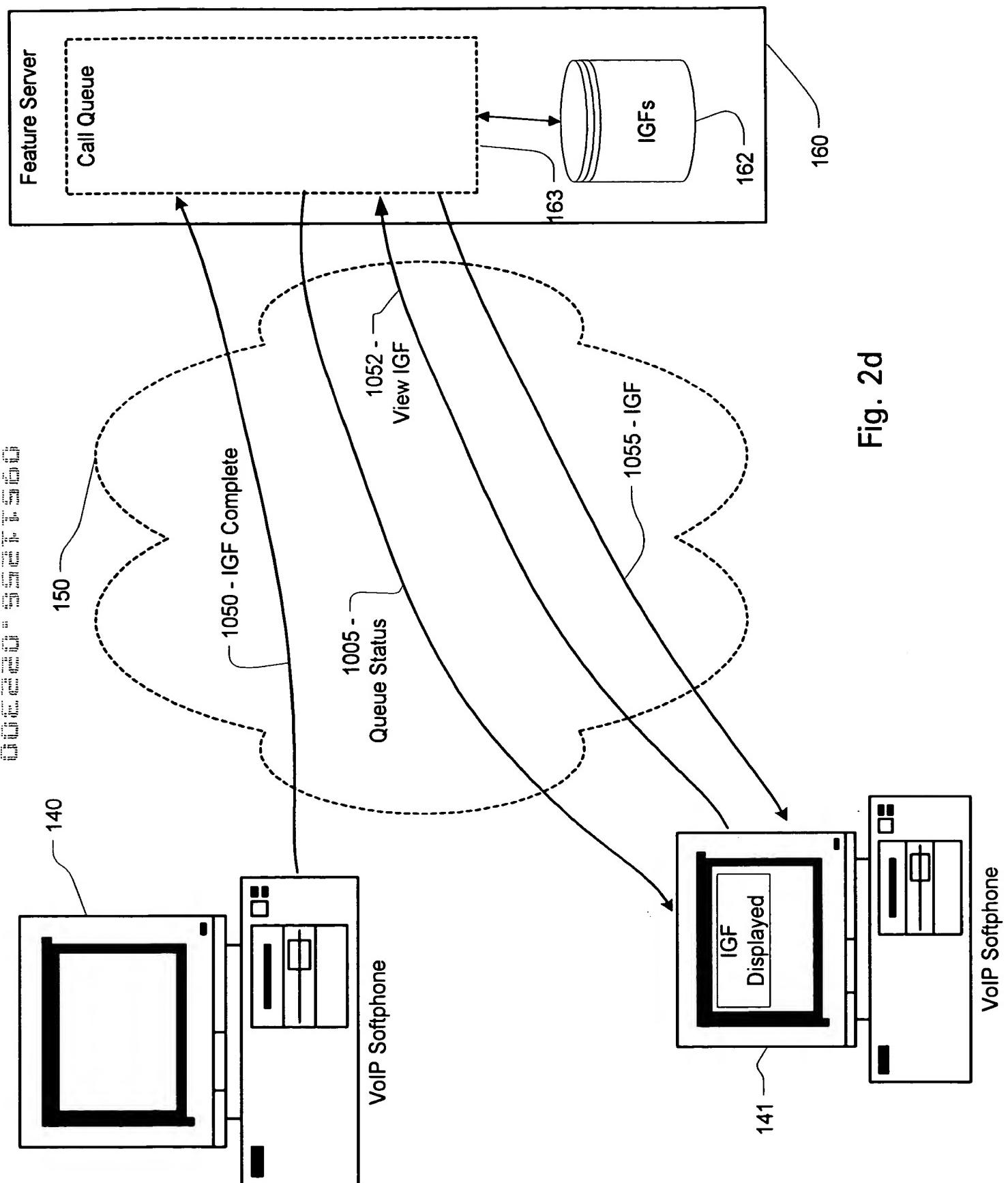


Fig. 2d

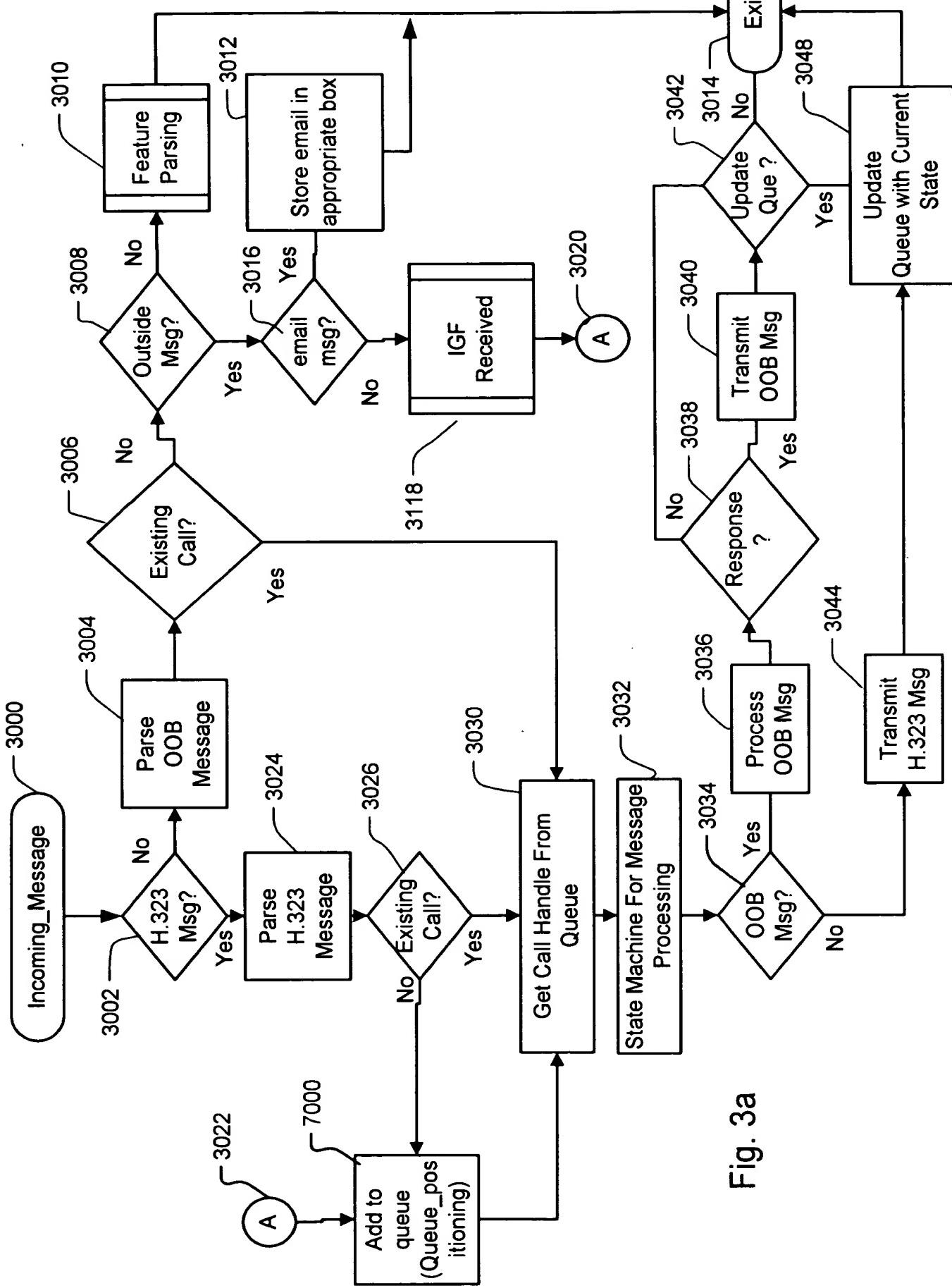


Fig. 3a

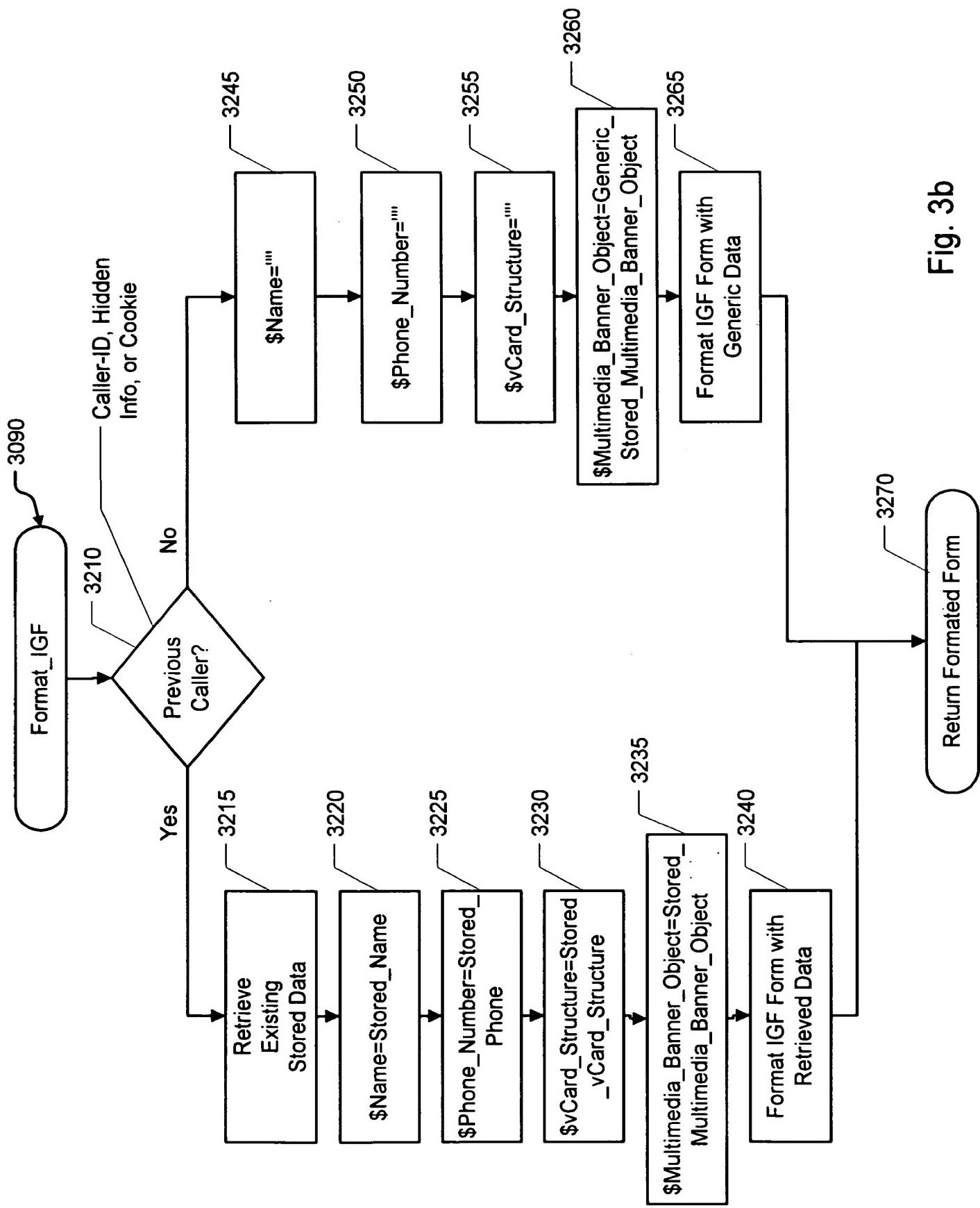


Fig. 3b

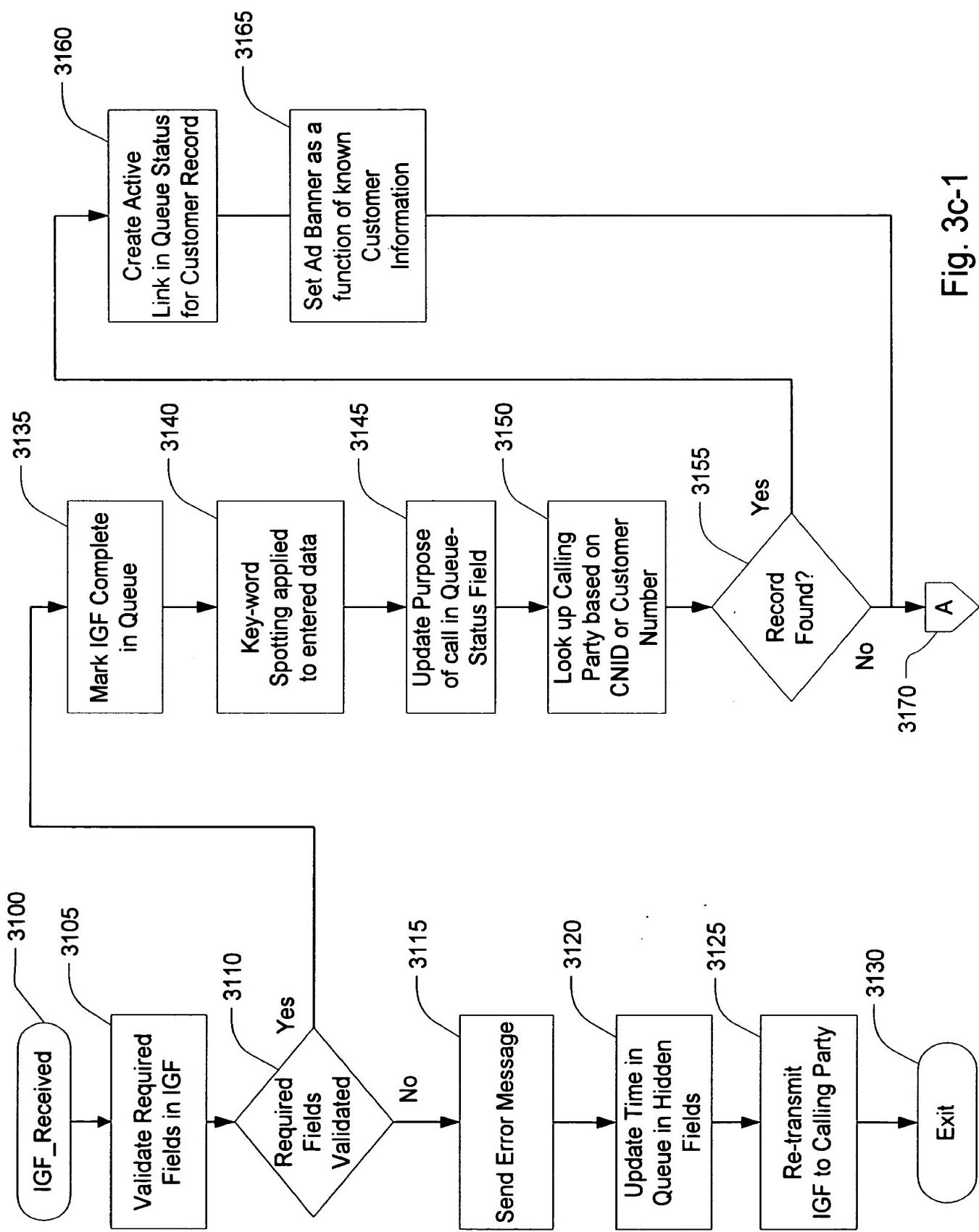


Fig. 3c-1

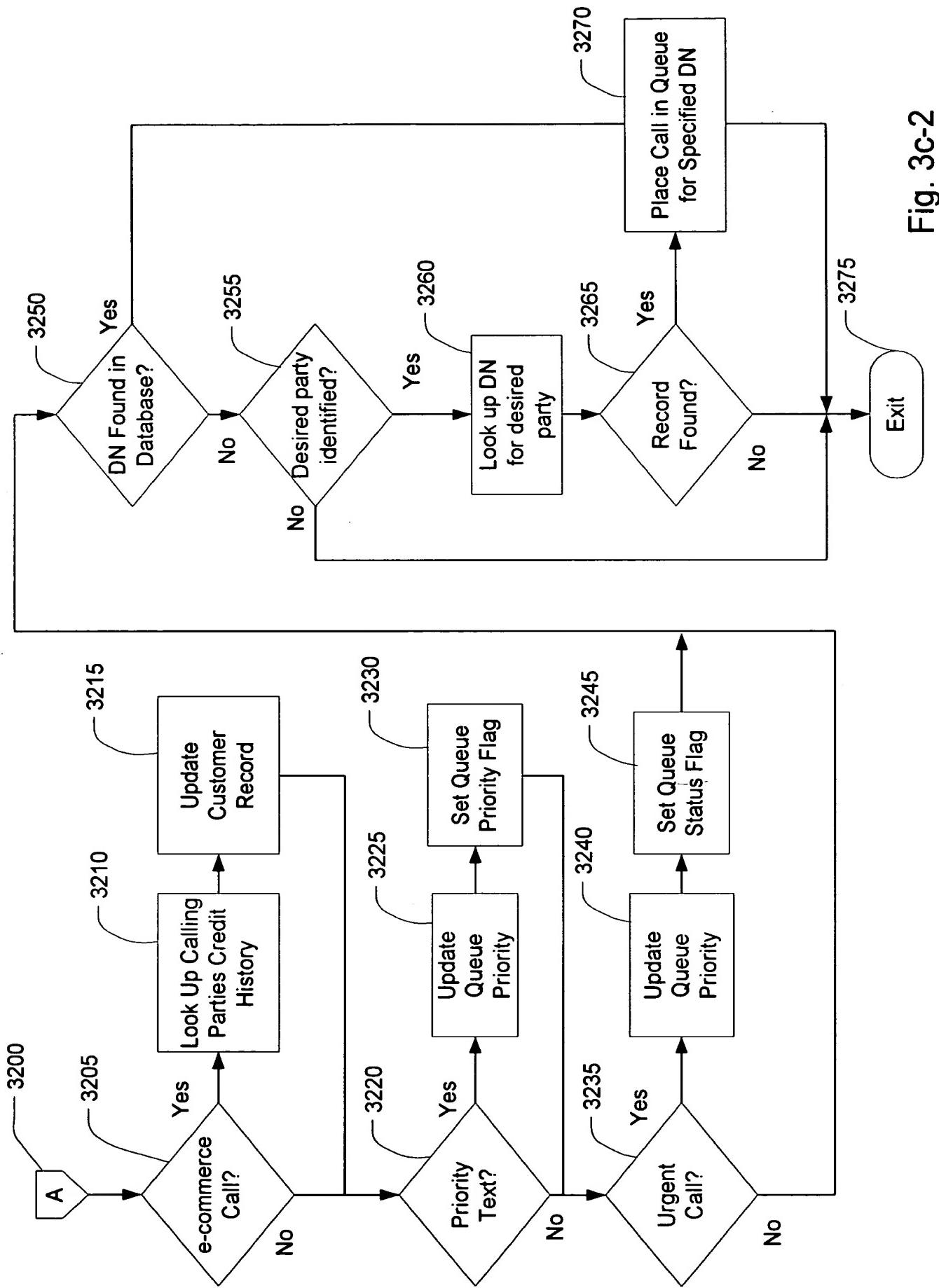


Fig. 3c-2

Time-Date of Call	Caller-ID Name-Number	Return Caller	Queue Position	IGF Status	Time in Queue	Called Party or DN	Purpose of Call	Urgent or Priority
13.05.06 12-25-99	Sidney 555-820-1994	Y	1	Complete	00:01:23	(Main Number)	Cust. Service	
13.08.02 12-25-99	Natasha 555-234-7654	N	3	00:03:02	00:03:23	Buster	Unknown	
13.06.00 12-25-99	Fred 555-743-8254	N	2	Complete	00:01:03	Kyle	Order Entry	

Fig. 4a Call Queue Screen

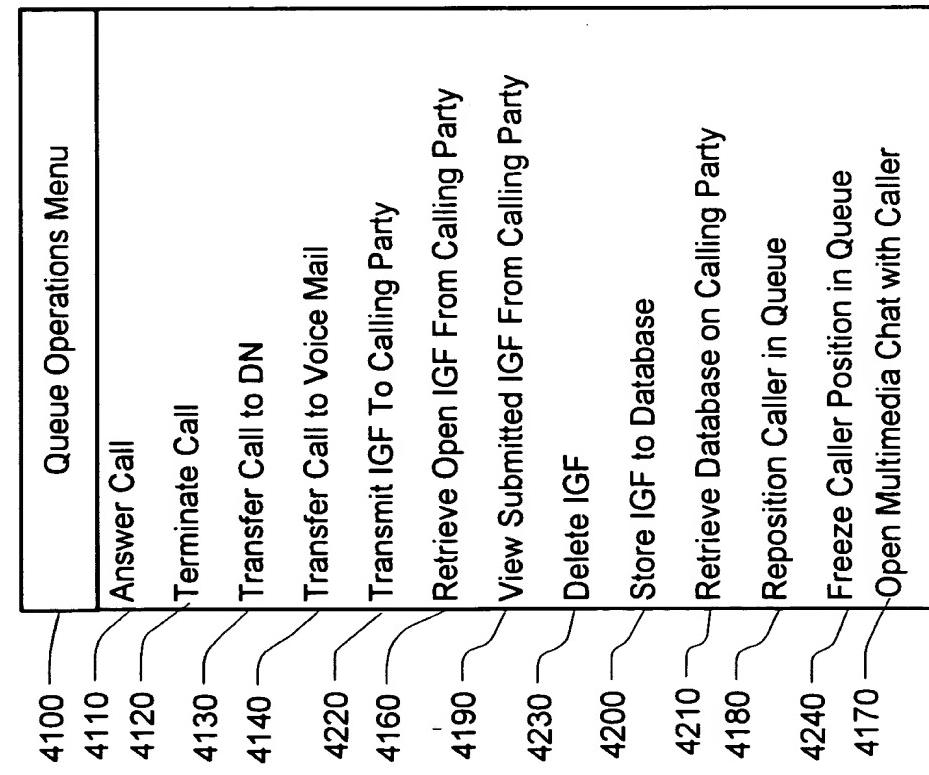


Fig. 4b

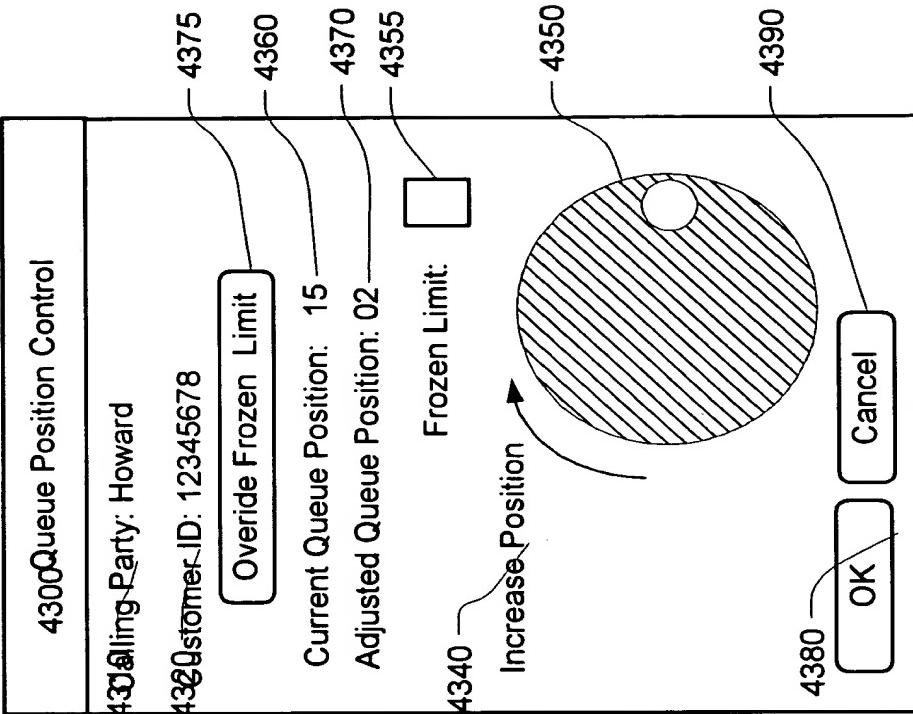


Fig. 4c

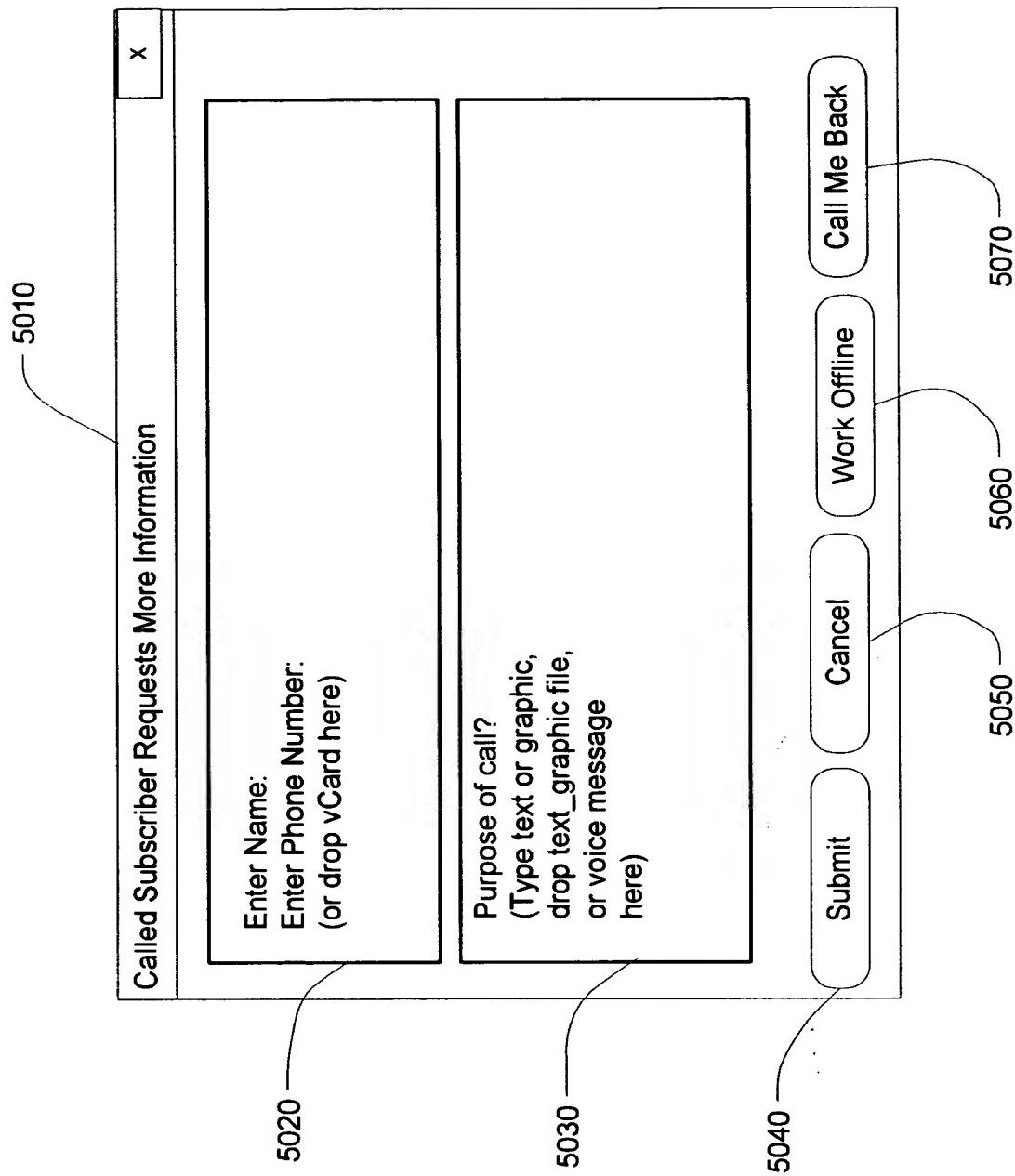


Fig. 5a

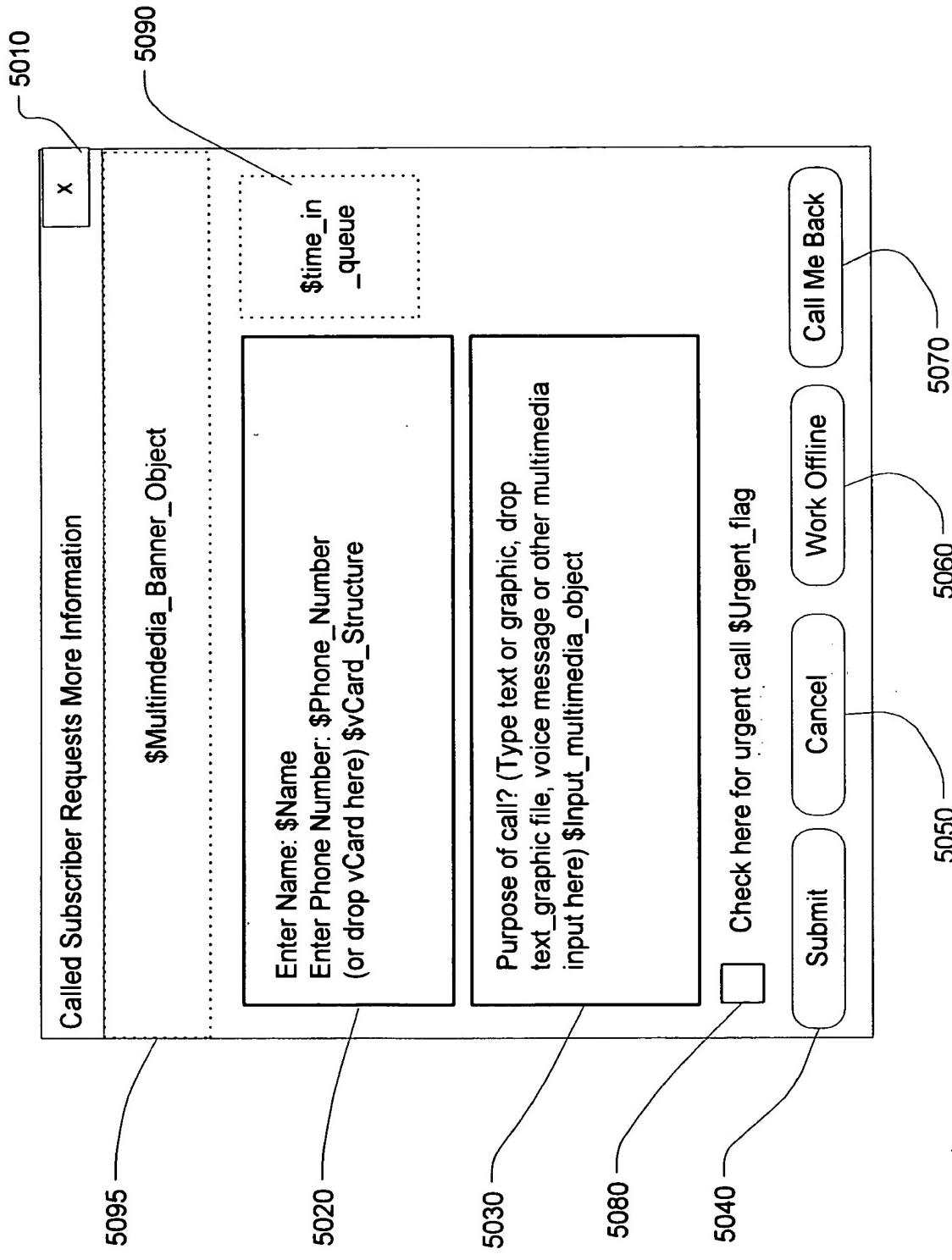


Fig. 5b

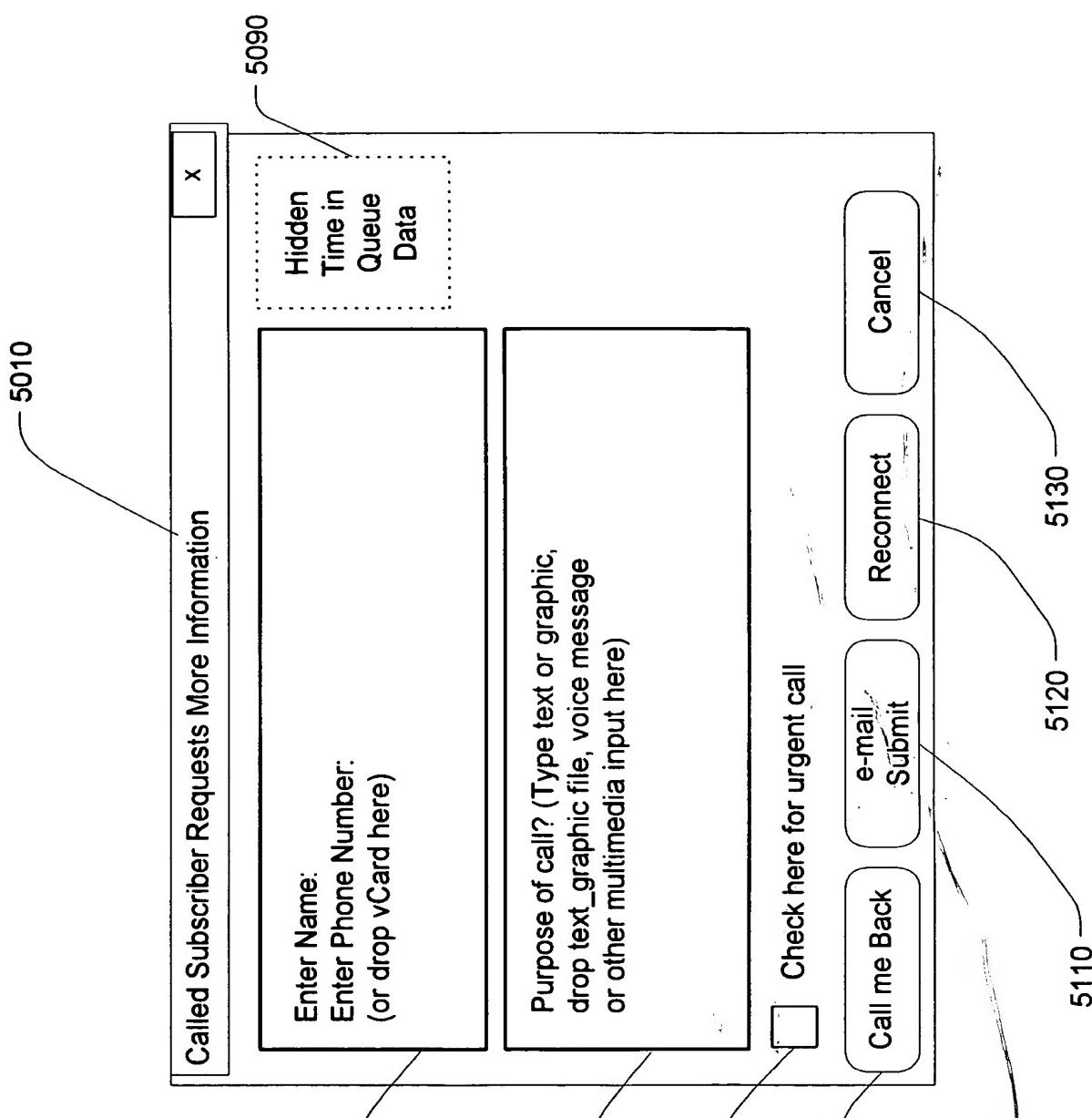


Fig. 5c

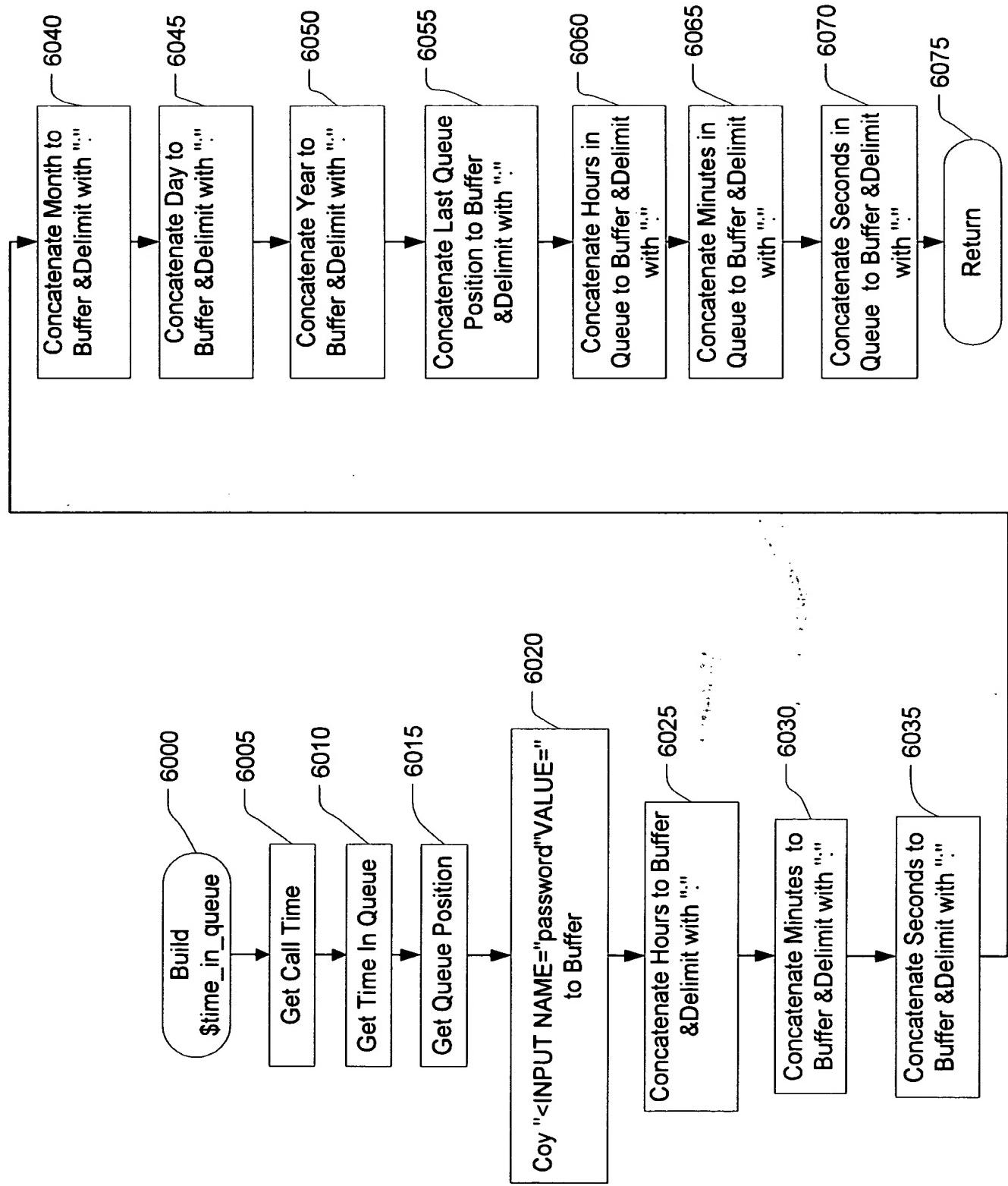


Fig. 6

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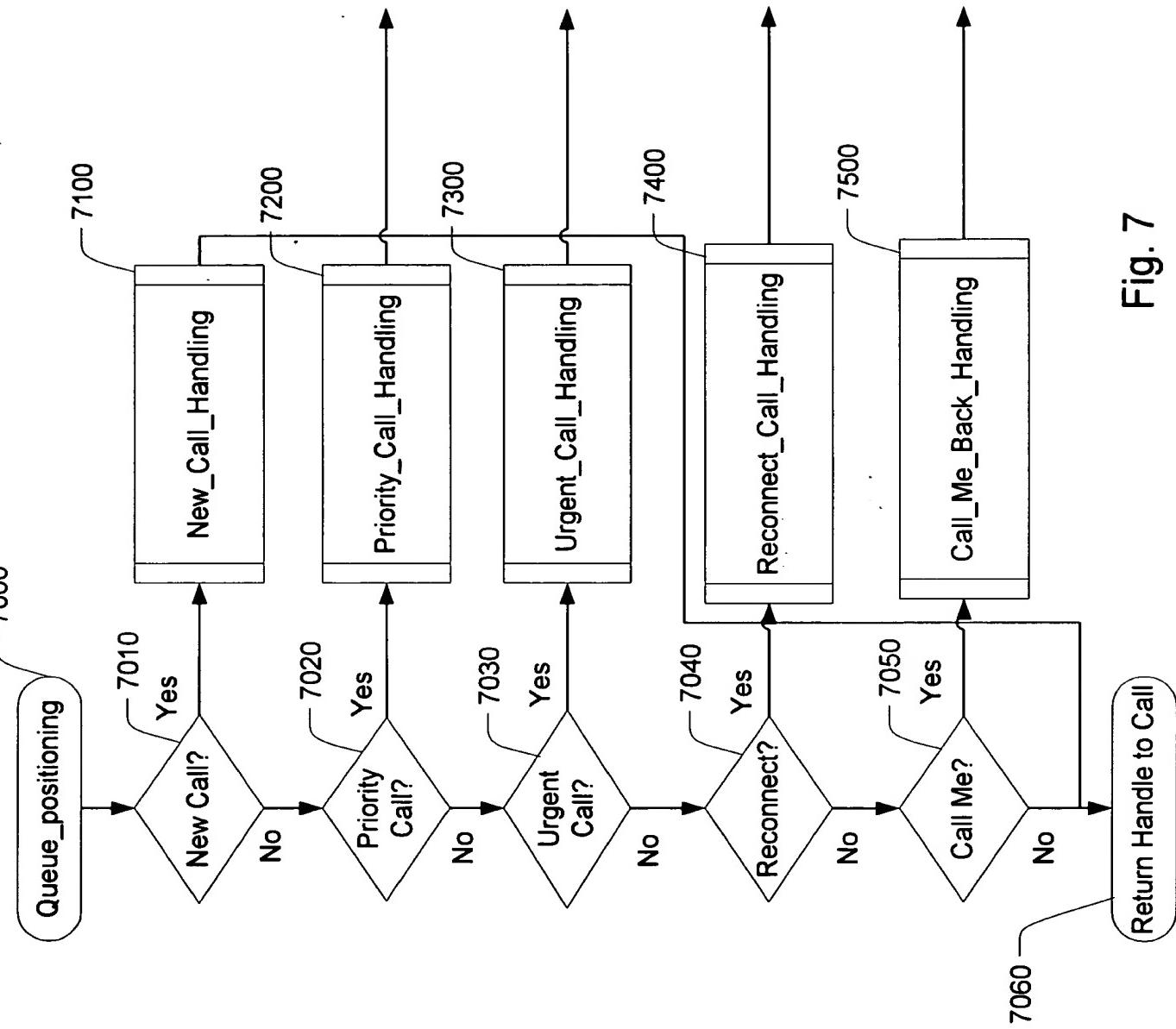


Fig. 7

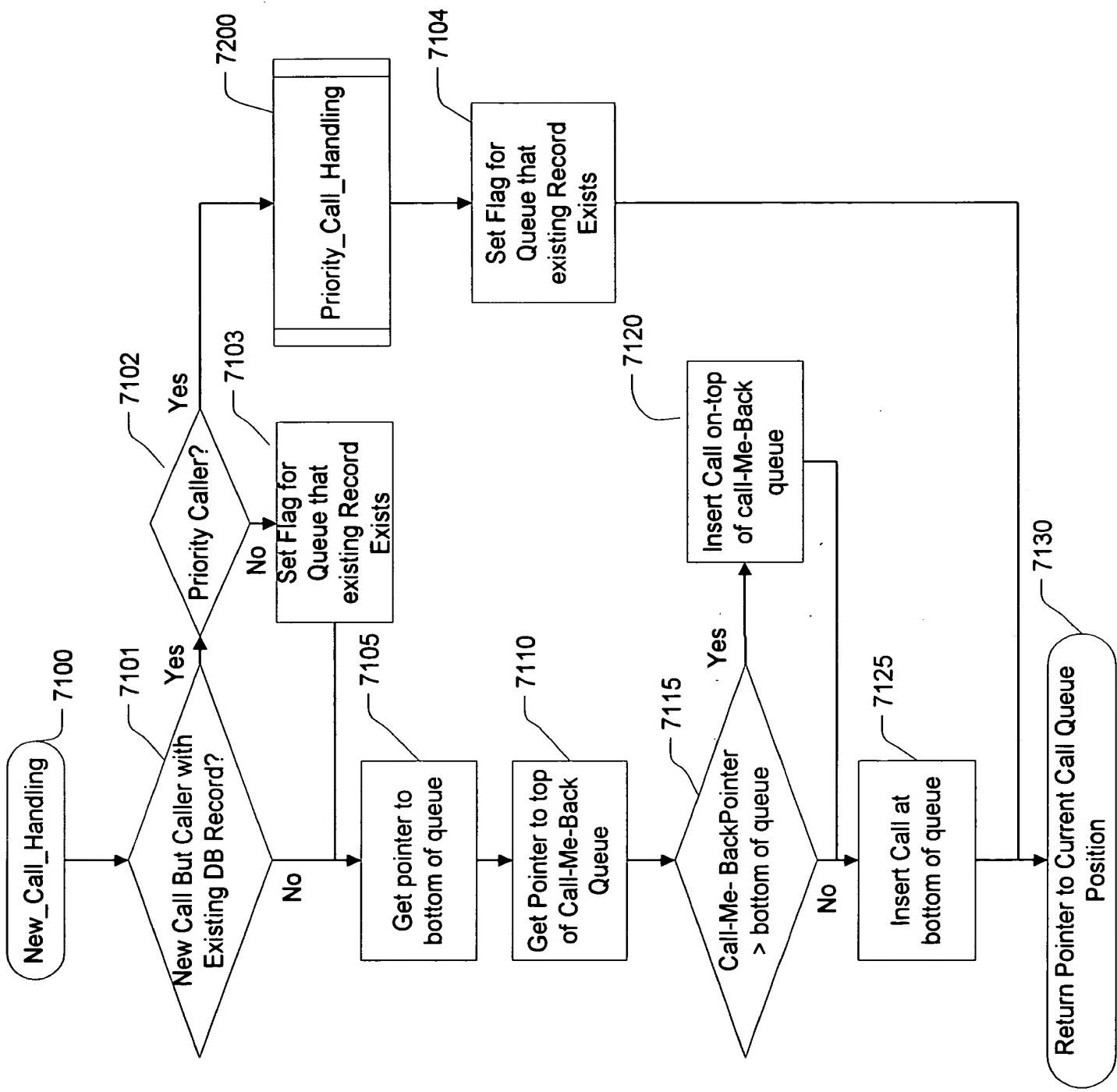


Fig: 7-1

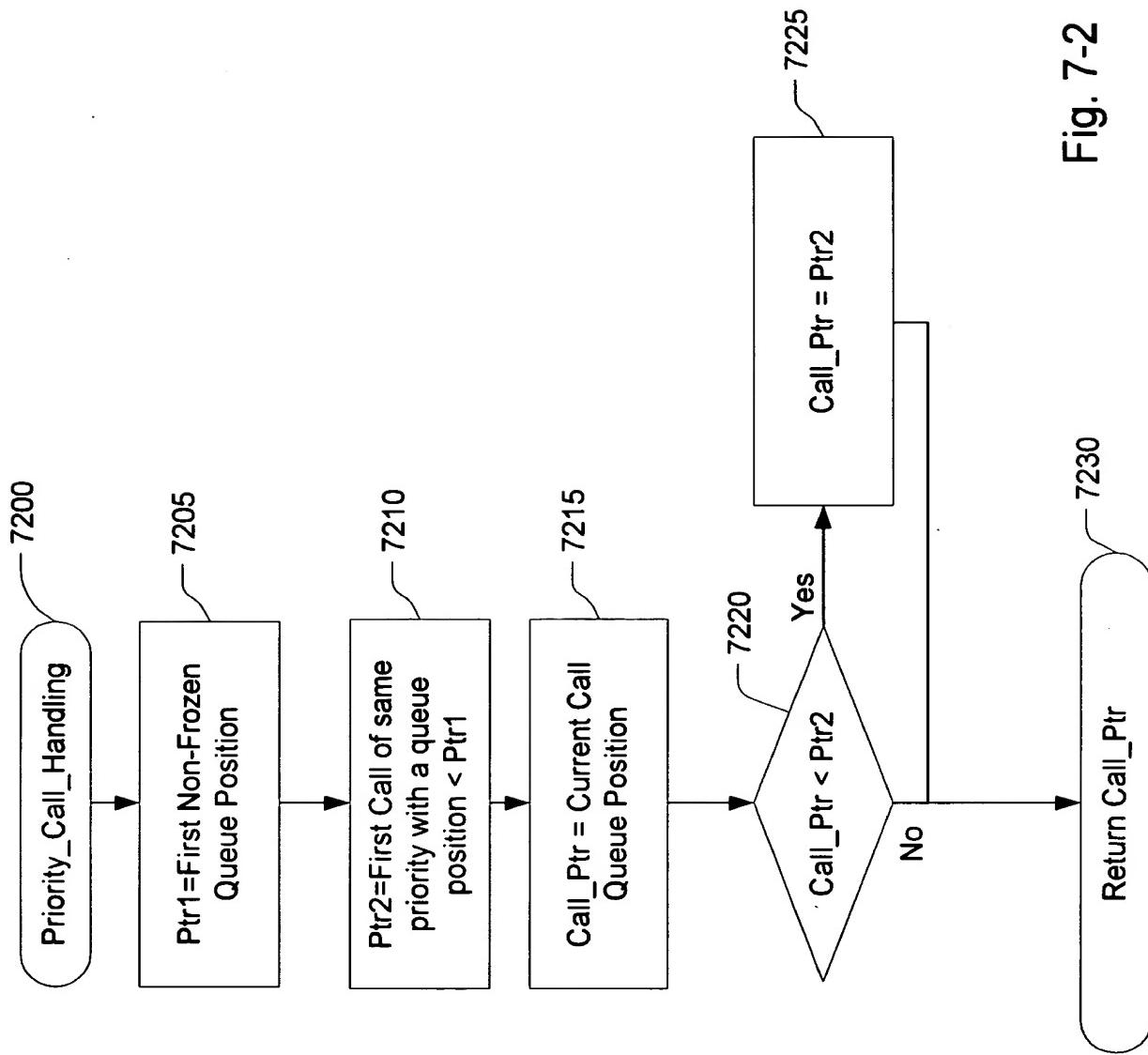


Fig. 7-2

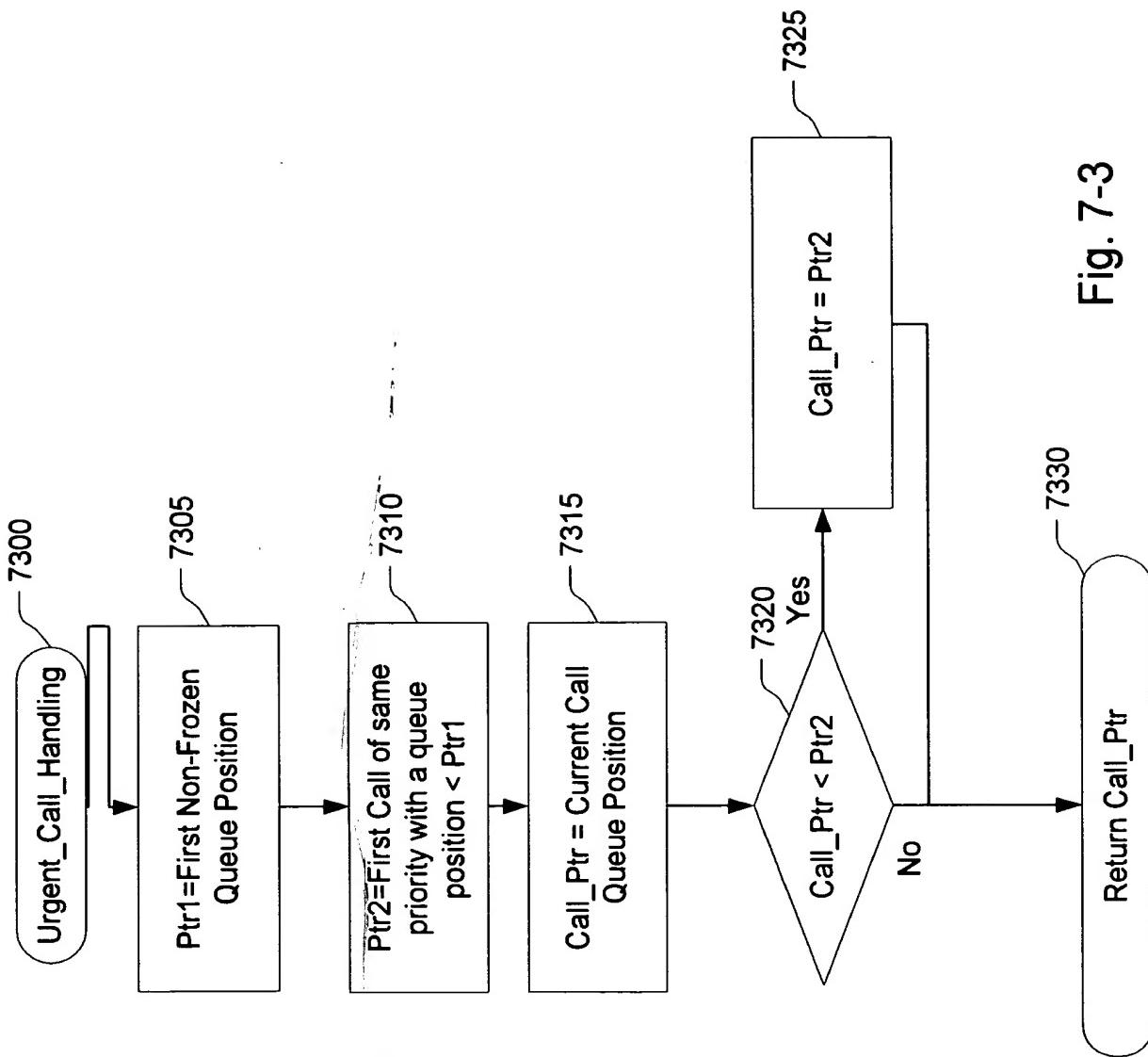


Fig. 7-3

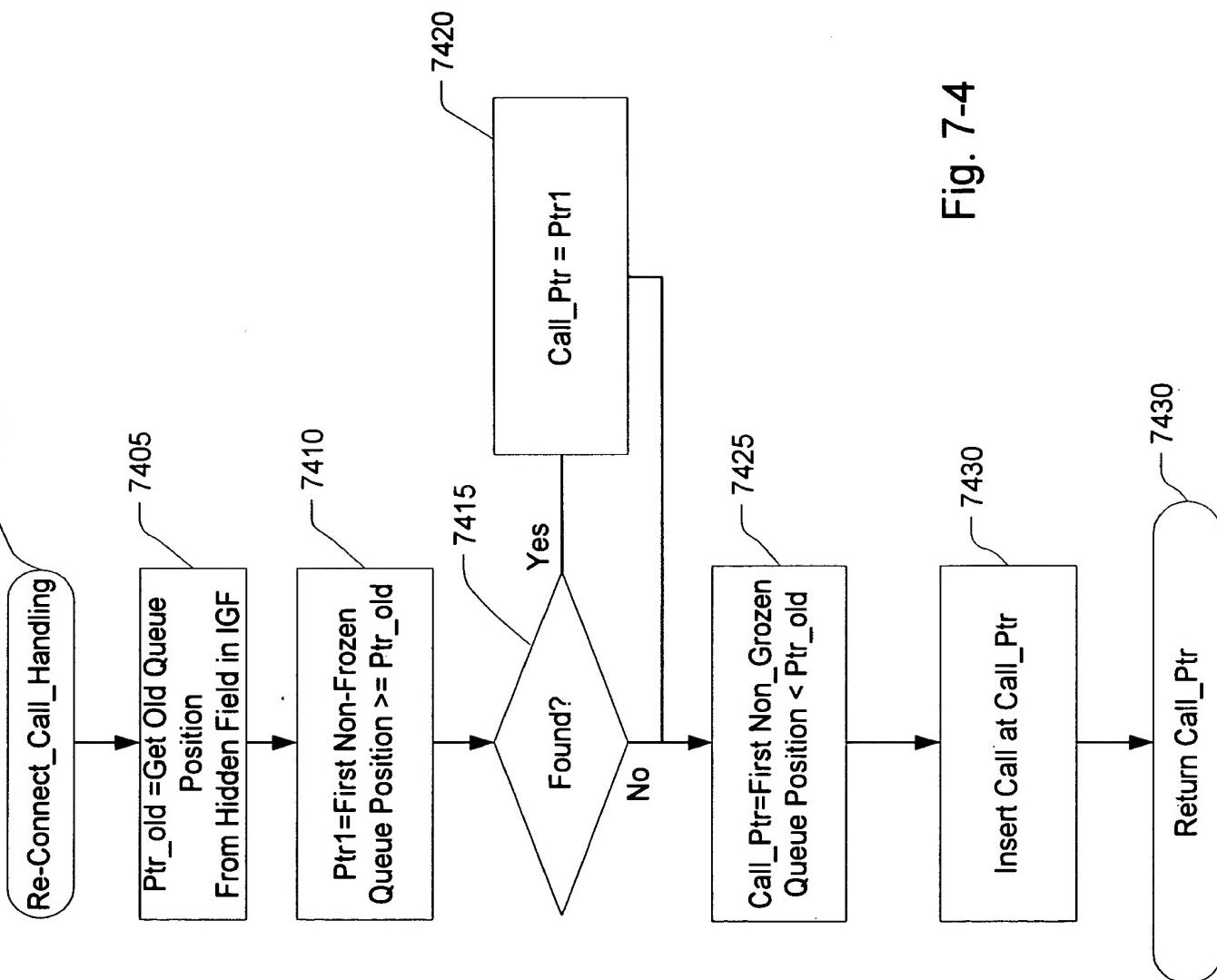


Fig. 7-4

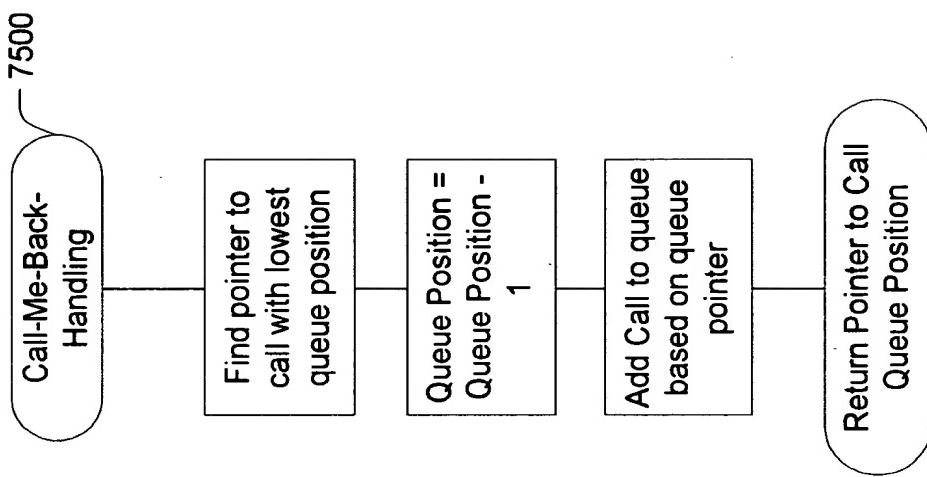


Fig. 7-5

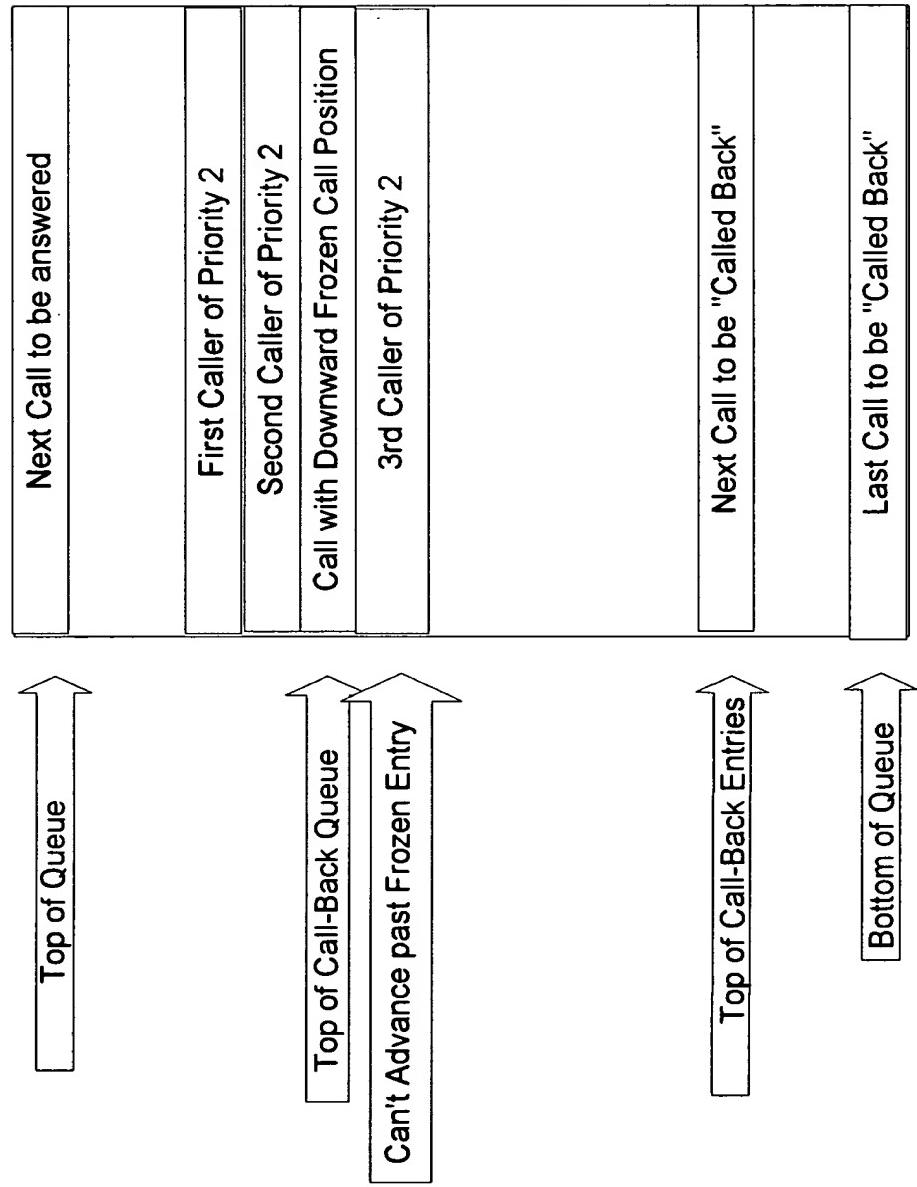


Fig. 7-6